

Having a demo?

For demonstrating Puzzel's core functionality, we have set up a demo-solution for each country.

Basically, you can initiate demo-requests for all channels from our demo sites listed below, but for the voice, e-mail and social channels, you can initiate requests without going through the demo sites.

When running a demo you have to simulate being both the customer making the request and the agent handling it. Simulating the customers role per channel is described below, but for the agents part, you must sign in to our agent application (<https://client.puzzel.com>) and log on with a relevant profile. You should have a personal agent user account, if not, one can be created for you on demand. The customer key needed to log on to the agent application are:

NO: 10010 | SE: 99201 | DK: 99205 | FI: 90105 | UK: 99206

Web Sites

Go to the relevant demo site to simulate being a customer of our customer wanting to contact our customer:

<https://productdemo.puzzel.com/no> | <https://productdemo.puzzel.com/se>

<https://productdemo.puzzel.com/dk> | <https://productdemo.puzzel.com/fi>

<https://productdemo.puzzel.com/uk>

Note

You as a demo agent must log on to the agent application (<https://client.puzzel.com>) with appropriate profiles to receive the requests you are demonstrating. Also, remember that these demo-solutions are shared with your colleagues, so that you always log out of the solutions when you are done demonstrating.

Voice

Call the relevant access numbers below to initiate a call:

NO: 815 11 567 | SE: 08 4000 9999 | DK: 70 80 77 90 | FI: +47 95510125 | UK: 203 0081 0754

Default e-mail

To initiate a non-Cention-based e-mail request, send an e-mail to the relevant e-mail address:

<solution code>@demopuzzel.com (e.g. no@demopuzzel.com)

When opening Outlook Web Access (<https://login.microsoftonline.com>) to read and reply the mail, use these credentials:

Account: <solution code>@demopuzzel.com (e.g. no@demopuzzel.com)

Password: Password is given on demand by your colleague, or [Andreas Wallin](#)

Cention e-mail

To initiate a Cention-based e-mail request, send an e-mail to the relevant e-mail address:

<solution code>.cention@demopuzzel.com (e.g. no.cention@demopuzzel.com)

When opening Cention (<https://cloud.cention.com>) to read and reply the mail, use these credentials:

Workspace: demo

Username: demo.<solution code> e.g. demo.no

Password: Password is given on demand by your colleague, or [Andreas Wallin](#)

Social

To initiate a public or private Facebook or Twitter post/message to the demo account, you can do this from your private account, or you can use our default test-user account Puzzel Demo UserOne:

Logon e-mail: social.user@demopuzzel.com

Password: Password is given on demand by your colleague, or [Andreas Wallin](#)

A tip is to log in with this demo-user from a browser you usually dont use (not your default browser), to avoid logon conflicts and the need to sign in and out all the time.

The Facebook demo accounts are Puzzel Demo <solution code> (e.g. Puzzel Demo NO)

The Twitter demo accounts are Puzzel Demo <solution code> with the belonging to address @pzl_demo_<solution code> (e.g. Puzzel Demo NO | @pzl_demo_no)